

System and method for end-users to customize customer service business solutions offered as a service over a network

Abstract

A system and method for end-users to customize customer service business solutions offered as a service over a network. The invention allows end-users to select and customize over a network a customer service business solution from a number of such business solutions offered by the vendor. It allows users to customize the selected business solution to their own business environment without the need for them to change any of the underlying programming code of the business solution. The system of the present invention is used for a variety of customer business solutions.